



**Information Governance Team**

Postal Address:  
Coventry City Council  
PO Box 7097  
Coventry  
CV6 9SL

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

04 June 2025

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI711978412**

Thank you for your request for information relating to Trauma/Biohazard cleaning.

You have requested the following information:

**1. Procurement/Allocation Process:**

- a. How does the council allocate trauma cleaning jobs-e.g., is there a framework agreement, preferred supplier list, or competitive tendering process?**
- b. What criteria are used to select and approve trauma cleaning companies?**
- c. Please supply any relevant procurement policy or criteria documents (or links to where these are publicly available).**
- d. Which companies does the council currently contract?**

In response to the above, we do not commission/contract with outside companies to do this.

**2. Tenant or Housing-Related Clean-ups:**

- a. The number of cases where trauma cleaning was required in council-owned or council-managed housing stock within your area from January 1, 2020, to the present, and within this:**
  - i. The number of trauma cleaning jobs commissioned by the council (directly or via contractors) in the same period, and the total costs.**
  - ii. The number of trauma cleaning jobs not commissioned by the council, and the total cost (if known)**
  - iii. The types of jobs that the council did commission (vulnerable resident, serious crime scene etc)**
  - iv. The reasons that the council did not commission trauma cleaning jobs**

For Question 2, we can confirm that we do not hold this information and are informing you as required under Section 1(1) of the Act.

Coventry City Council does not own any housing stock as this was transferred to Citizen Housing (formerly Whitefriars) in September 2000 through Large Scale Voluntary Transfer.

This transfer also involved movement of responsibility for management of the housing stock, including repairs and maintenance and the setting and collection of rents along with any right-to-buy activities.

For clarity, the Council relinquished responsibility regarding these matters in their entirety as part of the transfer.

To advise and assist you further, information about Citizen Housing and their services can be found on the web site at:

<https://www.citizenhousing.org.uk/>

### **3. Complaints:**

**The number of complaints received by the council regarding trauma cleaning companies from January 1, 2020, to the present. Please provide a brief description of each complaint, including the date (year), nature of the complaint, type of complainant (ie resident, landlord) the company which was the subject of the complaint, and outcome/action taken (where available).**

We do not hold this information and are advising you as per Section 1(1) of the Act. We do not record on Trauma/Bio Hazard cleaning companies or the numbers of recorded incidents where complaints have been made.

### **4. Health and Safety/Enforcement Action:**

- a. Any incidents where a trauma cleaning company was found to be in breach of health and safety, environmental health, or public health standards within your area during this period.**
- b. Details of any enforcement action, notices, or legal proceedings taken against these companies.**

See response to Question 3.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**